

State of Iowa IT Project Request # 3

Driver License & Identification Card Kiosk - Pilot

Iowa Department of Transportation

Motor Vehicle Division

Office of Driver Services

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Document Purpose: This document is to be completed when there is an identified need and tentative plan to initiate a project. Funding may not have been identified for the project yet (seeking IOWAccess funding, waiting on legislative decision or grant award). The Project Request is submitted to the TCC IPSC to gain support for the project and identify if there are existing applications or application components that can leveraged for the proposed project. This document is intended to answer high level questions about the project as details about total cost, timeframe and quantified benefits are not known as this document is expected to be completed during project planning. Submit this document to: xxxxx@iowa.gov TCC approval of this document results in the permission to proceed with project planning. Agency may be directed to complete the Project Execution Request before issuing an RFP or beginning internal development work.

Project Summary

Project Name: _____ **Driver License & Identification Card Kiosk - Pilot** _____

Problem Statement: [What is the need? How will this address that need?]

Reductions in driver license station staff combined with increasing numbers of driver license/ID card renewal and replacement card requests are resulting in increased wait times at driver license stations. Providing self-service functions to the public is a method of increasing the accessibility and availability of Department services to the public.

Project Description: [What is the purpose of this project? What are the project goals?]

Purpose & Goals:

- *Allow applicants to skip the counter and renew or replace their driver license/ID card with a self-service kiosk that automatically captures driver/ID images and performs a 1:1 (one to one) facial verification with their prior image of record.*
- *Provide simple renewal transactions without any examiner intervention, even from non-DOT locations. (Applicants that are not eligible for renewal via kiosk will be redirected to a driver license station.)*
- *Leverage existing services and technologies to provide self-service functions to Iowans as to improve their satisfaction with the Department and reduce their stress and anxiety of waiting in a line at a driver license station.*
- *Reduce lines and wait times at Iowa's Driver License stations.*

What are your success criteria? [What does success look like?]

Success looks like:

- *Easy, self-help transactions that are conveniently located and quick to complete.*
- *Reduced overall transaction time and cost for the customer.*
- *Reduced trips to and traffic in DOT driver's license stations.*
- *Reduced lines and wait times in DOT driver's license station.*

Are you aware of any potential solutions? [Describe Solutions]

The provider of Iowa DOT's driver image capture system and image verification system has demonstrated functional kiosks that provide secure self-service driver license and ID card renewals.

The kiosk would allow a customer to renew their driver license by instructing the customer to scan the barcode on the back of the existing driver license (and alternatively allow a customer search via name, date of birth, and last 4 of social security number). A real time customer search and eligibility check from the Iowa driver license system would occur.

If eligible for credential renewal, the kiosk would capture a photo of the customer standing in front of the kiosk and do a 1:1 (one-to-one) facial recognition comparison of the new photo with the existing photo from the Iowa driver license system. (If the photos do not match the

customer or if the customer is ineligible to renew their credential, they would be instructed to appear at a driver license station.)

After stepping through a vision questionnaire and reading a disclaimer the customer would sign their name on a signature pad and then be prompted to pay via credit/debit card. At the end of the transaction, the customer is provided with a paper receipt.

A single kiosk placed in a driver's license location for example and available during the normal hours on a Tuesday through Saturday basis would have the capacity to handle over 30,000 transactions per year. Kiosks placed in other public, yet secure, locations could provide additional transactions.

Benefits Summary

[Describe specific benefits and how these will be measured and reported. Who are the customers of this project and how do they benefit?]

- Reduced lines in driver license stations as a result of kiosk fleet. The number of customers renewing from a kiosk versus remaining to go face-to-face in a driver license station will be measured from a report in the Iowa driver license system.*
- Increased customer satisfaction due to empowering customers to renew their credentials without having to wait in a line at a driver license station. Customer satisfaction will be measured using customer satisfaction surveys sent to random renewal customers.*

Project Impact: What is the impact if this project is not approved?

- Driver license and ID card applicants will have to wait in line at driver license stations in order to renew their Iowa credentials.*
- Long lines and lengthy wait times at DOT driver license stations.*

Project Technology: *[What technologies will be used in the project?]*

Each kiosk will:

- ...have a touch screen that will allow a user to interact with a vendor designed/maintained user interface written in Microsoft C#.NET using the 3.5 .NET Framework.*
- ...connect to DOT network via hardware VPN through a wired Internet connection or a 3G/4G cellular Internet connection.*
- ...not store any confidential or payment information.*
- ...be monitored by the Kiosk Management Console which periodically reports the status, activity, audit trail and error logs of each kiosk to the management console.*
- ...be updated and configured via the Kiosk Management Console server.*

Project Type: Maintenance _____ New _____ Multi-phased __X__

Maintenance is a work to be completed on an existing software or hardware asset. Examples: migrating all agency applications to MS SQL 2012; updating a specific application to be 508 compliant and improve accessibility;

New is a project that has a single phase. Examples: Rewrite a client server application into a web application; Replace an MS Access application with a client server application and SQL database; Create a new application to meet a new federal or state initiative.

Multi-phased is a new project with multiple phases or the subsequent phase of a project already implemented.
Example: The project is intended in Phase 1 to implement the web application, Phase 2 will add epayment and a mobile application and Phase 3 will expand application to another program area.

External/Internal Urgency: Are there any funding/legislative deadlines that impact this request? Are there organizational/staffing changes impacting the request?

The DOT director and the Motor Vehicle Division director would like four (4) fully functional kiosks ready in by August 8, 2013 to pilot for use at the Iowa State Fair.

Funding Summary

Estimated total Project Costs: *[Provide a high level estimate or range]*

Under 50k _____ 50 to 100k _____ 100-500k X 500k to 2 million _____
2M to 5M _____ Over 5M _____ Unknown _____

Funding Source: *[Iowa Access, Pool, Federal Grant, etc.]*

Road Use Tax Fund.

Project Sustainability *[Describe the plan to support and maintain this project. What kind of on-going costs will there be during the lifetime of this asset?]*

The Iowa Department of Transportation will pay the vendor to maintain the kiosks using funds designated for driver license production.

Risk Assessment

[Describe specific risks and how they will impact the project. How will these be mitigated?]

Data security:

Customer data lookups will occur real-time via a secure VPN to the DOT network which provides web services over SSL via the Kiosk Management Console server. No personally identifiable information (PII) will be stored on the kiosk.

Payment security:

The kiosks will only accept credit and debit card payments, no cash. The credit/debit process will be PCI compliant and not store payment card information on the pin pad nor the kiosk.

Recommendations and Approvals

Recommendation of the State CIO to the DAS Director:

Authorize this IT procurement Yes X No ____

Alternatives suggested by the State CIO Yes ____ No X

Additional comments from the State CIO:

Recommendation is for approval by the TEC and was subsequently was approved by the State CIO.

DAS Director's action:

Authorize this IT procurement Yes X No ____

DAS Director's signature and date:

The above IT procurement concept approved by Director Carroll on __4/19/13__

Comments: **None.**